



Goodyear's  
Automated Interactive  
Voice Response System

Now you can schedule  
**Fire  
Construction  
Inspections**  
or Obtain  
**Inspection  
History**

**any time by calling  
623-932-3494**

Fire, Building, and Life Safety Division



## **WELCOME TO THE IVR INSPECTION LINE - 623-932-3494**

In an ongoing commitment to improve customer service, the Goodyear Fire, Building, and Life Safety Division has installed an Interactive Voice Response System (IVR) for you to schedule fire inspections and obtain inspection history – 24 hours a day, 7 days a week! Inspections can be scheduled three days in advance.

The Interactive Voice Response System (IVR) Inspection Line allows you to:

- Schedule inspections
- Cancel inspections
- Retrieve inspection results
- Receive faxed inspection results

Just call the IVR at 623-932-3494. You will be prompted through the entire process.

## **YOU CAN ALSO SCHEDULE AN INSPECTION ONLINE**

Visit our website [www.goodyearaz.gov](http://www.goodyearaz.gov). Go to **Business/Business Services**, then select either **Building Inspection Requests** or **Building Permit Online Tracking**. Click the link **Track a Building Permit**, which takes you to the actual online system.

To schedule or cancel an inspection, click on **Schedule/Cancel Inspections** and enter your application number.

To track a permit, click **Select Permit** and enter the application number.

## **ATTENTION HOMEOWNERS:**

Homeowners may schedule inspections by calling the City of Goodyear Fire, Building, and Life Safety Division directly at 623-932-3004.

The inspector will arrive within two hours of the scheduled appointment time. This convenient option enables homeowners to schedule their day without waiting all day for an inspector to arrive.

## **BEFORE CALLING, YOU WILL NEED:**

- A touch-tone telephone
- A site-specific Permit Number
- An Inspection Code to schedule an inspection. Choose from the codes listed on the back page of this brochure. Please note that some codes have changed.

## **CALL THE IVR LINE - 623-932-3494.**

## **THEN CHOOSE FROM THE FOLLOWING OPTIONS:**

- Press (1) to schedule an inspection
- Press (2) to cancel an inspection
- Press (3) to hear inspection results
- Press (4) to have an inspection history faxed to you
- Press (\*) for instructions on how to use this system
- Press (#) to end the call, or hang up

The IVR system will prompt you through each step during your call. You may perform multiple transactions during each call.

At the end of the call, you will be issued a confirmation number. We recommend you keep a record of your confirmation numbers and associated transactions, in case they are needed for future reference.



# 1

## **OPTION 1 SCHEDULE AN INSPECTION**

- Enter the Permit Number, followed by the # key. The system will confirm this permit by speaking back the site address.
- After hearing the confirmation, enter the Inspection Code from the list on the back page of this brochure.
- Choose the Inspection Date. The cut-off time is 4 p.m. for an inspection on the following business day.

### **AFTER THE INSPECTION IS SCHEDULED, YOU CAN:**

- Request another inspection on the same permit or on a different permit.
- Get a Confirmation Number and hang up. Use this confirmation number when inquiring about this telephone request.
- Return to the Main Menu.
- Repeat the menu.

# 2

## **OPTION 2 CANCEL AN INSPECTION (PRIOR TO 4 PM):**

Enter the Permit Number, followed by the # key, then follow the prompts. Please make all cancellations prior to 4 p.m.

To cancel an inspection after 4 p.m., please call 623-932-3004 prior to 7:30 a.m. Leave the cancellations on our message line. After 7:30 a.m., please call 623-932-3004 and speak with one of our permit technicians.

### **AFTER YOU HAVE CANCELED THE INSPECTION, YOU CAN:**

- Cancel another inspection on the same permit or on a different permit.
- Get a Confirmation Number and hang up. Use this confirmation number when inquiring about this telephone request.
- Return to the Main Menu.

# 3

## **OPTION 3 OBTAIN INSPECTION RESULTS:**

- Enter the Permit Number, followed by the # key. The system will play the most recent inspection.
- Press (1) to receive the next inspection result.

### **AFTER LISTENING TO THE INSPECTION RESULTS, YOU CAN:**

- Get more results on the same permit.
- Get more results on a different permit.
- Return to the Main Menu.

# 4

## **OPTION 4 OBTAIN INSPECTION HISTORY BY FAX:**

- Enter the Permit Number, followed by the # key. The system will play back the address.
- If correct, press 1 to hear results.
- Then, enter your 10 digit Arizona fax number and wait for the fax.



**City of Goodyear  
Fire, Building, and  
Life Safety Division  
195 N. 145th Ave., Building D  
Venida Business Park  
(south side of Van Buren Street)  
Goodyear, AZ 85338  
Phone: 623-932-3004  
Fax: 623-932-3027  
[www.goodyearaz.gov](http://www.goodyearaz.gov)**

## **FIRE CONSTRUCTION INSPECTION CODES: NUMBER / TYPE**

- 303 Sprinkler System Pressure Test
- 304 Sprinkler System Final
- 313 Hood Suppression System Final
- 314 Fire Alarm Final
- 319 Fire Alarm Rough In
- 320 Underground Fireline/Remote FDC

## **IMPORTANT CITY OF GOODYEAR PHONE NUMBERS**

Building Safety Phone: 623-932-3004

Goodyear City Hall: 623-932-3910

Building Safety Fax: 623-932-3027

Finance: 623-932-3015

Engineering: 623-882-3110

Economic Development: 623-932-3025

Planning & Zoning: 623-932-3005

Police (non-emergency): 623-932-1220

Public Works: 623-932-3010

Fire (non-emergency): 623-932-2300

For fire prevention requests – such as site access; fire inspections for Temporary Certificate of Occupancy (TCO) and Certificate of Occupancy (C of O); fire sprinkler or fire alarm verifications; fire inspections for change of occupant; pump tests; etc. – please call 623-882-7316.



In compliance with the Americans with Disabilities Act, those needing special assistance to read this publication should contact the Building Safety Division at 623-932-3004. Notification will enable the City to make reasonable arrangements to ensure accessibility to the information in this publication.